

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin, and click the examination link.*****

Training and Experience Evaluation

Apprenticeship Consultant

Department of Industrial Relations

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Instructions:

Read each of the statements and choose the best response that describes your experience applying or performing this knowledge, skill, ability.

Tasks

1. Attend and facilitate program sponsor and coordinator association meetings to work collaboratively towards promotion of apprenticeship.
2. Review records and activities that tend to support and substantiate the programs' efforts, practices, systems and capabilities to provide and deliver the on-the-job training and related and supplemental instruction for apprentices.
3. Proofread and edit written materials (e.g., memoranda, letters, reports, procedures, outreach materials, preliminary orders) to ensure that prepared materials accurately and clearly present information.
4. Develop and maintain cooperative relationships (e.g., employers, fellow colleagues and labor organizations).
5. Write memos, reports, policies, and procedures using proper grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free.
6. Interact with and relate respectfully and effectively to the public, staff, clients, and various audiences to maintain positive productive relationships.
7. Provide clear and accurate verbal instructions and directions to individuals with various levels of technical expertise.
8. Knowledge of problem-solving techniques and processes to identify and resolve issues related to the completion of work assignments to ensure the completion of project work in a timely manner.
9. Interpret and apply established policies and procedures of Department of Industrial Relations and the Division of Apprenticeship Standards to employers and apprentices to ensure workplace safety and efficiency.
10. Apply active listening skills to apprentices/trainees, employers and other interested parties to understand points being made and asking follow up questions as appropriate.
11. Use critical thinking skills to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

12. Use complex problem solving skills to identify problems and review related information to develop and evaluate options and implement solutions.
13. Recognize when issues, activities, and/or decisions need to be elevated to management.
14. Maintain high ethical standards in completing all assignments and projects.
15. Maintain confidentiality of sensitive information and adhere to governing laws.
16. Exercise good judgment and maintain composure under pressure and in crisis situations.
17. Perform basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data.
18. Knowledge of word processing software (e.g. Word) to prepare correspondence, reports and other documents.
19. Knowledge of spreadsheet software (e.g., Excel, Oracle) to prepare spreadsheet summaries, reports, charts, and tables.
20. Ability to use a computer in order to access, enter, update and retrieve information.
21. Read and understand Federal and State regulations for apprentice/training program standards.
22. Communicate Federal and State regulations for apprentice/training program standards clearly, concisely, and appropriately for audiences with varying levels of understanding.
23. Flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
24. Work independently on projects or assignments without close supervisions or detailed instructions.
25. Quickly integrate new issues and information with existing program knowledge to formulate conclusions.
26. Facilitate presentations to apprentice/training schools, employers and other interested parties by speaking in front of groups.

27. Advocate and sell to industry leaders and other interested parties on-the-job training (OJT) options as an alternative form of education beyond traditional education/apprenticeship models.
28. Listen to others to facilitate an open exchange of ideas and provide for effective communication.
29. Provide outreach and education to employers, veterans and other interested parties for qualifying on-the-job training programs.
30. Use a personal computer in the office or telecommuting to input data, access information, and/or create materials, documents and presentations using a variety of software applications.